

Glossary of Terms/Acronyms  
Used By Habilitation/Vocational Rehabilitation  
Funded Programs

**Accessible:** Refers to the client's ability to reach and utilize the services in the community if they are non ambulatory, visually impaired, deaf, or etc.

**Admission Criteria:** The standards established by each program that each applicant for services must meet in order to enroll and benefit from the services offered by the program. The admission criteria is typically created in direct relation to the levels of programming, staffing provided, safety issues that may arise, levels of independence required, etc. of the particular program.

**Examples:**

- The person receiving services must meet all requirements on Employment Eligibility Verification Form I-9 verifying eligibility to work in the United States.
- The person receiving services must be eighteen years or older.
- Persons receiving services must be able to administer their own medication.
- The person receiving services must not be harmful to self or others; basic self-care skills are required.

**Assessment:** Any tool, program or process used by a service provider to evaluate a client's unique strengths, abilities, resources, priorities, interest, or needs.

**Assistive Technology:** Any devices, appliances, or aids used by the client or provided to help the client to compensate for any functional limitation that may effects their ability to access the work and work related activities offered by the program. Most programs utilized jigs and fixtures to help the clients to maximize their functional capabilities. Some programs make accommodations with their workbenches, stools, chairs, and the arrangement of their work tools to help the client to increase their productivity and work quality.

**Base Programs:** (Also known as sheltered workshops, work activity programs, work services programs, or center-based programs) are programs that provide a variety of Habilitation and VR services to consumers in a non-integrated setting.

**C.A.R.F.:** The Commission on Accreditation of Rehabilitation Facilities is the national accreditation organization that surveys and awards Habilitation and Vocational Rehabilitation programs a certificate of accreditation every three years for meeting or exceeding the national recognized standards for quality and effective services delivery to disable individuals and their families. CARF accreditation is a Habilitation/Vocational Rehabilitation requirement for all programs that wish to be vendorized or remained vendorized to provide services under Habilitation or Vocational Rehabilitation funding.

**Case Records:** Are the files kept by the service provider that contains up to date information/documentation regarding their interaction with the clients served and when applicable, their parents, care provider, SC, VRC, or any other significant person involved in their program. The files also contain documentation of the program compliance with required/mandated federal and state laws, or departmental regulations and procedures.

**Case Responsible Person (CRP):** This is the service providers designated staff person who is the liaison between Regional Center/Vocational Rehabilitation/DDS staff and the provider. They are responsible for ensuring that all issues, concerns, problems, and service needs are addressed for clients referred to their program or clients currently receiving services from their program.

**Commensurate Wages:** Are wages paid to people with disabilities that must be based on their own individual productivity in proportion to wages and productivity of people without disabilities, experienced workers in similar industries.

**Community Base Program:** Any program that provides services to their consumer or consumers in a setting in which the activities normally occur.

**Competitive Employment:** Employment that occurs in an integrated setting, where the individual placed is receiving at least minimum wages and the wages are not being subsidized by any form of assistance or additional forms of support services such as those provided by the service provider or the Department of Rehabilitation or the Regional Center.

**DS 1962 (Request for New SEP Group):** This form is completed by the SEP service provider along with a group proposal narrative stating when the program would like to start the new supported employment group, and must be submitted to the DDS Community Programs Specialist for approval.

**DS 1963 (Request for Approval or SEP Group Changes):** This form is completed by the SEP service provider whenever there is a change in an approved group. The change must be for more than 30 days or a permanent change in the group. This includes the size of the group, work schedule, group name, or group termination, and must be submitted to the DDS Community Program Specialist for approval.

**DS 1968 (Vocational Rehabilitation Referral):** This form along with a referral packet from the Regional Center is used to make a referral for VR/WAP or supported employment services. The form can only be completed by the regional center.

**DS 1969 (Vocational Services Exit Report):** This form along with a "Discharge Summary" is completed by the Habilitation service provider if a consumer is being terminated from the program. The form can also be completed by the Regional Center.

**Enclave:** Is a group placement of three to eight clients with an employer in the community. The group must represent a minority of the employer's work force. Group consumers can be paid minimum wages and above or they can be paid sub-minimum wages. Either the employer or the service provider can also pay them. Job coaching is provided 100% of the time the consumers are working. In some cases, supervised lunch is also provided.

External Situational Assessment (ESA): Are time-limited Vocational Rehabilitation funded services that are normally provided to consumers that are enrolled in the Vocational Rehabilitation funded VR/WAP program. The services are designed to assess the consumer's level of functioning in a community setting using a variety of work settings to identify any barriers to employment and to recommend any accommodations, supports, or services that will enhance the clients feasibility for supported employment placement, either individual or group.

Exit Criteria: The criteria established by the service provider that warrant voluntary or involuntary terminations from the program establish the standards.

Examples:

- A client demonstrates readiness for a service that is not provided by the current program.
- A client demonstrates an unwillingness to participate in program.
- A client becomes physically unable to participate in their program due to medical issues.
- A client becomes a safety hazard to themselves or others.

Facility Layout: The way a program building is designed, arranged, and utilized to create accessibility, a good working environment, and other work related activities. Examples: Adequate parking, eating areas for both clients and staff, rest rooms that accommodate wheel chairs, good lighting, adequate heating when its cold and adequate air conditioning or ventilation when its warm, and etc.

Fixture: Are adaptive aids used to help a consumer with physical limitations position or hold parts together so that certain manufacturing operations may take place on them.

Group Placement: (Also known as CPO – Clients Placed with Others) is the placement of three to eight consumers in the community in paid work at minimum or above wages or sub-minimum wages with 100% supervision. There are two types of group placements, enclaves and work crews. Vocational Rehabilitation funds the group for a time-limited period and Habilitation funds the group after Vocational Rehabilitation funding stops.

**Habilitation Client:** Is a consumer with a developmental disability who is receiving Regional Center services at the time they are referred or accepted by the Habilitation services program for the provision of work activity or supported employment services.

**Habilitation Services Program (HSP):** One of the two primary programs within the Department of Developmental Services that provides work and work related activities to Regional Center eligible consumers in a work activity program or supported employment.

**Individual Habilitation Services Plan (IHSP):** This is the consumer's plan for services after their initial program evaluation has been completed and/or their annual assessment for achievement of goals set the previous year. The plan outlines projected progressive steps and the anticipated consequences of services. It can be modified throughout the year as needed. It is similar in purpose to the Regional Center IPP. Most IHSP's are due during consumer's birthday month or when the consumer transitioned from DOR funding to Regional Center funding if they are receiving supported employment services.

**Individual Placement (Also known as CPI – Clients Placed Individually):** The placement of one consumer with one employer in a community setting at minimum or above wages with a job coach that fades their assistance as the consumer masters the job and becomes more dependent on their natural supports and self-monitoring.

**Individualized Plan for Employment (IPE):** The Department of Rehabilitation (DOR) plan for all services provided to the eligible consumer.

**Industrial Standards:** The length of time it takes a worker, an experienced person without disabilities to accomplish a prescribed task.

**Informed Consent:** The voluntary acceptance of any procedure, program or practice that is made with the knowledge of the possible outcomes, including adverse and positive outcomes.

**Intake:** Refers to the process by which a program determines whether or not a person is eligible for their services and what services are needed.

**Intake Packet:** Pertinent, current, and required information related to the person that is being referred to a program for possible acceptance into that program to receive expressed or identified services.

**Jig:** A device used to assist a consumer to perform a task or work operation easily, faster and more accurately. Example: A counting board, weighted scale, etc.

**Job Coach:** The service providers' staff person assigned to work with consumers in supported employment placements, individual or group. Their major role is to provide on-site-training and support for the consumer at the work site. They are also responsible for ensuring that both the employer and the consumer are satisfied with the placement and to assist in resolving any problems or concerns that either the employer or consumer has regarding the job. The role and responsibilities of the job coach will vary depending on the type of supported employment placement. For individual placement job coaches, their responsibility is not only for training and support on the job, but also for providing off-site support services as well. Unlike group placement job coaches, the job coach's level of service fades as the consumer and employer become more satisfied with the placement.

**Job Development:** The process of locating competitive jobs in the community that is appropriate for individuals with developmental disabilities. It consists of community job market screening, employer contacts and job analysis.

**Job Seeking Skills Training:** Training the consumer where to find information about job openings, how to fill out applications, take employment test, construct resumes, make positive impressions before, during, and after job interviews.

**Job Retention Skills Training:** Training the consumer how to keep their job once they are hired. This may include expectations regarding attendance, punctuality, quality of work, supervisor and co-worker interaction, safety, and grooming/hygiene.

**Natural Support:** Supports provided to a consumer with a disability from their supervisor and co-workers such as mentoring, friendship, socialization at breaks or after work, providing feedback on job performance or learning a new skill together.

**Off-Site Placement:** The placement of a consumer enrolled in the work activity program in a community based job to assess their likes and ability for a particular job. Placement is time-limited and can not exceed 90days. Placement requires the Habilitation Specialist approval.

**Piece Rate Wages:** The payment of wages to consumers based upon the number of items, products or other units they produce. Used in most sheltered workshops and some group supported employment placements.

**Program Day:** The number of hours per day the service provider has agreed to provide Habilitation services to consumers funded in the Work Activity Program.

**Service Planning:** Process of creating a plan with the active involvement of the consumer, and when appropriate his or her parents, care provider, or others in specified activities and programs.

**Shop Rate (Also known as Trainee Rate):** An established hourly or piece rate minimum paid to the consumer until the consumer's actual work rate can be determine, usually by a time study. The rate will vary from program to program. The consumer's actual rate of pay after a time study might be above or below the shop rate. The shop rate is also a rate that a program may use to pay consumers regardless of low level of their time study rate.



Supported Employment Intake: An intake process completed by an authorized (Vocational Rehabilitation/Regional Center) vendor for the purpose of providing supported employment services to a consumer; this must include, but not necessarily limited to: an initial meeting with the consumer, a review of the job placement parameters form with the client, a review of their most current IHSP, a review of the consumer's most current IPP Annual Review, a discussion and review with the regional center regarding support services including transportation, when appropriate, a discussion with the consumer's parents or care provider regarding their views about placement, and the development of a plan of action for determining the type of job placement, group or individual and how that placement will be secured.

Supported Employment Program: A community based rehabilitation program funded by Vocational Rehabilitation and the Habilitation Services Program that provides supported employment services.

Task Analysis: A process of breaking down job sequences duties into smaller, trainable components so the consumer can be more easily trained or retrained by the job coach.

Ticket to Work Program: An employment program for people receiving Social Security benefits that desire a choice of providers for employment and other support services. Consumers can choose from the Department of Rehabilitation and other public or private providers, employers, and organization.

Time-outs: A behavior management procedure whereby an individual is removed from their workstation for a period of time when they engage in a specified, inappropriate behavior.

Time Study: A specific work measurement technique which involves the use of a stop watch to time how long it takes a worker to perform each element of a job.



Vocational Rehabilitation (VR): The section of the Department of Rehabilitation (DOR) that is responsible for providing time-limited services to disabled individuals to facilitate the obtaining, retaining or maintaining of employment.

Vocational Rehabilitation Counselor (VRC): The Department of Rehabilitation staff person responsible for determining service eligibility, plan development, and coordination of vocational rehabilitation services.

Vocational Rehabilitation/Work Activity Program (VR/WAP): A Vocational Rehabilitation funded program that provides services to consumers who have been referred from the Habilitation funded Work Activity program jointly by the work activity counselor and the consumer's regional center case manager for an assessment for supported employment placement. A variety of services may be used to assess the consumers' feasibility for supported employment including, but not limited to ESA (External Situational Assessment), PSA (Personal & Social Adjustment), Job Exploration, Off-Site Placement, etc. All consumers referred to VR/WAP maintain their eligibility for Habilitation services whether they are successfully transitioning to supported employment or return to a work activity program.

Work: Activities that result in a product or service that a consumer receives money.

Work Activity Program (WAP): The Department of Developmental Services/Regional Center funds and monitors these programs for Regional Center eligible only consumers who have acquired basic vocational and independent living skills and need a work-oriented setting. All work is paid based upon their productivity.

Work Behavior Training: Training designed to assist the consumer to perform as an employee and to interact with others within the employment setting in an acceptable manner.

Work Crew: Is a group placement of three to eight consumers in the community that travel from one job site to another job site. They can be paid minimum wages and above or they can be paid sub-minimum

**Department of Developmental Services  
Community Development Branch  
Work Services Section**

wages. The service provider normally pays consumers in this type group placement. Job coaching is provided 100% of the time the consumers are working. In most cases, supervised lunch is also provided.

**Work Production Rate:** The speed at which a particular job task or duty is performed based on an average or standard rate of production by individuals who are non-disabled performing the same job.